

ISDH HSP Outreach Services Service Standard

HRSA Service Definition:

The Outreach Services category has as its principal purpose identifying PLWH who either do not know their HIV status, or who know their status but are not currently in care. As such, Outreach Services provide the following activities: 1) identification of people who do not know their HIV status and/or 2) linkage or re-engagement of PLWH who know their status into HRSA RWHAP services, including provision of information about health care coverage options.

Because Outreach Services are often provided to people who do not know their HIV status, some activities within this service category will likely reach people who are HIV negative. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services.

Outreach Services must:

- 1) use data to target populations and places that have a high probability of reaching PLWH who
 - a. have never been tested and are undiagnosed,
 - b. have been tested, diagnosed as HIV positive, but have not received their test results, or
 - c. have been tested, know their HIV positive status, but are not in medical care;
- 2) be conducted at times and in places where there is a high probability that PLWH will be identified; and
- 3) be delivered in coordination with local and state HIV prevention outreach programs to avoid duplication of effort.

Outreach Services may be provided through community and public awareness activities (e.g., posters, flyers, billboards, social media, TV or radio announcements) that meet the requirements above and include explicit and clear links to and information about available HRSA RWHAP services. Ultimately, HIV-negative people may receive Outreach Services and should be referred to risk reduction activities. When these activities identify someone living with HIV, eligible clients should be linked to HRSA RWHAP services.

Program Guidance:

- Outreach Services provided to an individual or in small group settings cannot be delivered anonymously, as some information is needed to facilitate any necessary follow-up and care.
- Outreach Services must not include outreach activities that exclusively promote HIV prevention education. Recipients and subrecipients may use Outreach Services funds for HIV testing when HRSA RWHAP resources are available and where the testing would not supplant other existing funding.

Key Services Components and Activities:

Key services components and activities are noted in the Service Standards below.

HSP Service Standards:

Standard	Documentation
1. Personnel Qualifications	
1. Persons delivering outreach services must be trained as Disease Intervention Specialists (DIS) by completing the Passport to Partner Service Training or equivalent training.	1. One or more of the following must be available as verification of applicable experience and qualifications: <ol style="list-style-type: none">a. Documentation of training in personnel files available for

	<p>review by The Indiana State Department of Health (ISDH).</p> <p>b. Active account and current access to the National Electronic Disease Surveillance Based System (NBS) used by The Indiana State Department of Health for tracking and reporting cases of HIV and STDs.</p>
2. Eligibility Criteria	
<p>1. At first encounter presumptive Ryan White eligibility is determined</p> <p> a. At second encounter Ryan White eligibility is determined and if client is not Ryan White eligible then another funding source must be utilized</p> <p>2. For Lost to Care Program</p> <p> a. As outlined in the ISDH Lost to Care Program Policy</p>	<p>1. Documentation of eligibility in client record</p>
4. Assessment	
<p>1. Service provider will follow the ISDH DIS Policies and Procedures manual when conducting and assessment with a consumer.</p> <p>2. Service provider will deliver the following services to consumers served under the outreach service category:</p> <p> a. Partner services</p> <p> b. Medical treatment needs</p> <p> c. Disease comprehension</p> <p> d. Medical history</p> <p> e. Medical insurance status</p> <p> f. Psychosocial needs</p>	<p>1. Documentation of assessment in the consumer's case record in NBS.</p>
5. Service Delivery/Treatment	
<p>1. Service provider will follow the ISDH DIS Policies and Procedures manual when delivering services to consumers.</p> <p>2. Service provider will facilitate referrals for the consumer to services that were identified as needs in the assessment process.</p>	<p>1. Documentation of referrals in the consumer's case record in NBS.</p>
6. Discharge	
<p>1. Client discharge will include a verbal plan between service provider and consumer for consumer to continue engaging in services identified as medically relevant and necessary based on their needs.</p>	<p>1. Documentation of verbal plan creation with client in NBS.</p> <p> a. The absence of discharge plan documentation is acceptable only when contact with a consumer is lost and there are at least three failed contact attempts documented in NBS.</p>

Subservices:

- Outreach

Service Unit Definition:

- Unit = 1 contact